

Note of the third Modern Slavery Helpline Advisory Forum Meeting 12 September 2017

Attendees	Apologies
Eric Anderson (EA), BT	Andrew Wallis (AW), CEO Unseen
Hardeep Walker (HW) NCA	Jennifer Bristow (JB), Devon & Cornwall
James Ewins QC (JE), Ambassador	
Miriam Minty (MM), Home Office	
Justine Currell (JC), Unseen (Chair)	
Attended via telecon:	
Phil Brewer (PhB), Met Police	
Stephen Chapman (SC), Wales	
Anncris Roberts (AR), Scotland Govt	
Jane McNeill (JM), DOJNI	

Areas discussed and key points raised

1. Matters arising

JC advised that the Helpline has been extremely busy since the forum last met and details would be covered off as part of the partner update.

JE asked why the Independent Anti-Slavery Commissioner does not have the helpline number on his website. Was this because he had forgot to do so or has he consciously decided not to support the helpline? SC suggested that this is raised with the IASCs office.

AP1	JC to request that the helpline number is included on the IASC's website.	JC
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2. Helpline Staffing update and capacity

JC provided a summary to forum members highlighting the staffing situation at present. A Case Analyst will be joining the helpline team from 25 September increasing capacity to complete statistical reports on time. Two full time Helpline Advisers will be starting from 28 October to increase call handling capacity. We hope to have two supervisors recruited by 28 October too.

3. Statistical Reports

JC said that the quarterly stats for Q2 are now almost finalised and will be ready for publication shortly. The Q2 report does not show the spike in calls received by the Helpline in August as this falls into Q3 and will appear on the next quarterly report. A draft of the overall UK numbers was provided to forum members for comment. A summary page has been included to show the differences between Q1 and Q2.

JC also advised that the helpline is in the process of drafting an ad-hoc report on car washes. However, this has been delayed as the spike in calls from August has seen a sharp increase in the number of calls relating to car washes. The numbers will be run again and any additional trends highlighted in the report before it is published.

AP2	JC to provide final quarter 2 statistics to members.	JC
AP3	JC to provide the car wash Ad-hoc report to members once completed.	JC

4. Annual Assessment

JC advised that the Helpline will be starting the process of developing its first annual assessment. This will be based on the first full calendar year of calls January – December 2017 and the aim is to have it published by 28 February 2018. JC invited members to comment on the development and publication of the assessment.

MM said that the annual assessment needs to be appropriate for the audience, so considering who it would be read by would be important as well as including simple graphs, case studies and testimonials.

AR also said that understanding the audience is important and would help to design the framework for the assessment.

JE asked what we wanted to achieve through the assessment. JC said it was about raising awareness and providing an overview of the Helpline's achievements during this first year. JE recommended including soundbites and snapshots to highlight the types of calls received as well as the document being strategic – so knowing where we need to get to.

JM said focusing on accomplishments and story-telling would be helpful for the reader. She questioned whether money or finances would be included in the assessment and JC said probably not, but we would keep it under review.

EA suggested focusing on the strategy and include powerful case studies and well as a level of assurance.

5. Partners Update

HW gave an updated on the intensification projects being run by the NCA and confirmed that the Helpline would remain the call to action during these. JC said that the calls into the Helpline had doubled overnight following the NCA media activity in mid-August.

MM provided members with a brief update on the NRM reforms. The Modern Slavery Unit is preparing advice for Ministers and MM highlighted the need for a credible and transparent process. The advice will need to include consideration on

the needs of victims before, during and after the NRM process. It will also need to consider issues with the current paper-based process and advice will reflect that.

SC said that the Wales awareness raising activity around Anti-Slavery Day will include promoting the Helpline number. SC said that he is negotiating with the fire service to include the helpline number on fire appliances in Wales.

AR highlighted the work of the Scottish Government in delivering its strategy which was published at the end of May, and the Scottish campaign was launched on 29 August. AR also mentioned that the Scottish Government is extending support to potential victims to 90 days and is working through that at the moment. The Scottish campaign includes the barcode posters, the website and 60 second and 30 second videos that are being tweeted.

JM said that in Northern Ireland the Government is working on agrifoods and also an event which will be held on 19 October looking at the IASC's strategy for the next three years.

PB highlighted an uplift in labour exploitation cases and mentioned a case involving 15 potential victims. Number of referrals to date into the Met is 723, with 60% of all referrals having no UK footprint which creates significant work.

AP4	PB to provide Evening Standard contact to JC.	JC
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EA mentioned the work BT is undertaking with the Helpline to develop an app to drive public awareness and reporting into the helpline. A prototype will be tested within BT by the end of the year.

6. One year on Event

JC advised that the Helpline will be hosting a One year on Event at the Helpline offices on 20 October. CC on Boucher and PCC Kathryn Holloway will be attending along with a representative from the Home Office Modern Slavery Unit.

Date of next meeting(s): 16 January 2018, 15 May 2018